

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL  
April 5, 2006

**SUBJECT:** REPORT ON CUSTOMER COMPLAINTS

**ACTION:** RECEIVE AND FILE

**BACKGROUND:**

The Customer Complaint Report provides Sector Complaint Data in comparison to Metro Operations. The form and content of this report will be modified each month to include salient issues that are requested by the Governance Council.

**DISCUSSION**

The following item is presented for discussion:

Metro San Fernando Valley Customer Complaint Report – YTD February 2006.

Prepared by Metro San Fernando Sector Administration and Finance Staff.

Copies of Agendas or Agenda Items may be obtained by contacting  
Metro San Fernando Valley at (818) 701-2800.

# Metro San Fernando Valley Customer Complaint Report

## Customer Complaint Summary

Customer Complaint Summary - 02/05 - 02/06 - Metro San Fernando Valley

	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Total Complaints	203	212	194	214	242	224	210	204	200	201	191	135	121
12-Month Average	229	221	217	213	215	211	207	201	202	205	209	203	196
Complaints per 100K	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63
Schedule Adherence	82	90	77	91	90	108	100	109	92	92	70	61	44
Passed Up	31	39	36	39	51	39	32	28	34	30	40	29	14
Unsafe Operation	30	22	17	26	32	24	15	21	16	20	27	15	12
Operator Discourtesy	21	24	29	28	28	22	22	13	15	25	16	10	19
All Others	39	37	35	30	41	31	41	33	43	34	38	20	32
Operator Commendations	12	23	23	17	0	30	28	12	7	17	14	6	7

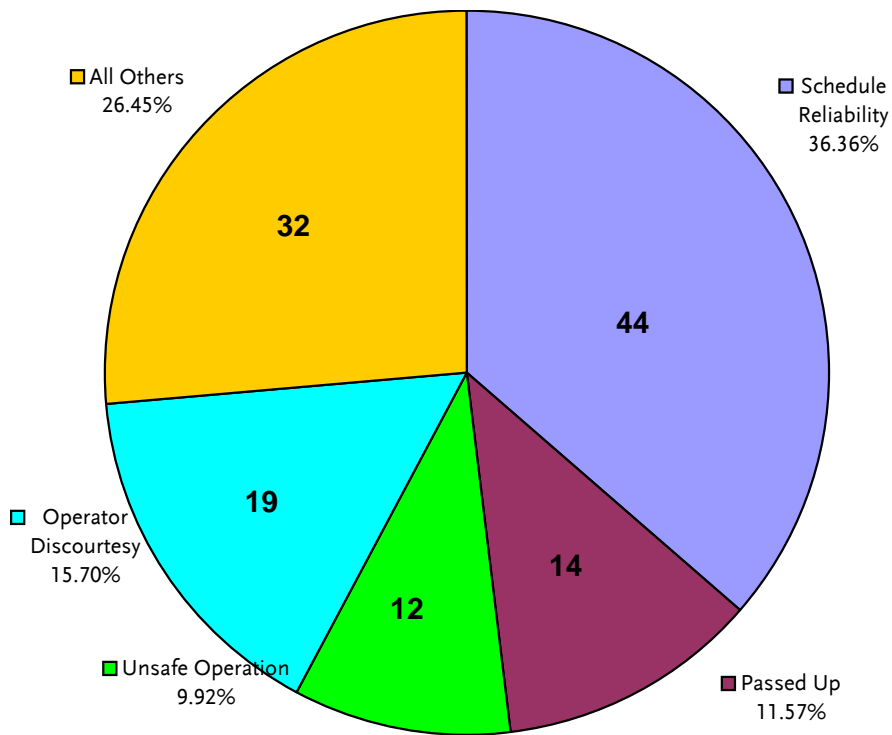
Customer Complaint Summary - 02/05 - 02/06 - Metro Operations

	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Total Complaints	1315	1518	1202	1358	1245	1340	1472	1085	1152	967	883	872	940
12-Month Average	1324	1315	1305	1202	1287	1275.4	1276.3	1237.1	1234.7	1236	1227	1201	1170
Complaints per 100K	4.67	4.62	3.72	4.10	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29
Schedule Adherence	415	496	363	369	342	460	533	414	365	308	268	277	291
Passed Up	221	259	225	228	263	230	205	156	203	136	158	146	137
Unsafe Operation	175	186	149	187	136	135	122	107	101	110	101	98	94
Operator Discourtesy	136	167	163	183	155	148	182	125	114	116	107	115	135
All Others	368	410	302	391	349	367	430	283	369	297	249	236	283
Operator Commendations	75	102	57	107	92	128	112	67	84	69	66	55	54

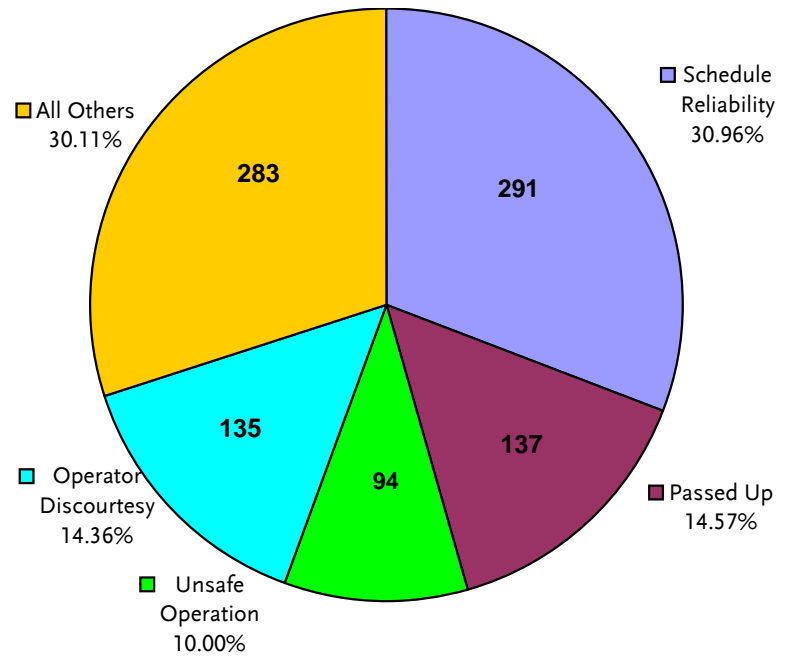
# Metro San Fernando Valley Customer Complaint Report

## Major Complaints Category Distribution February-06

121 Total Complaints - Metro SFV

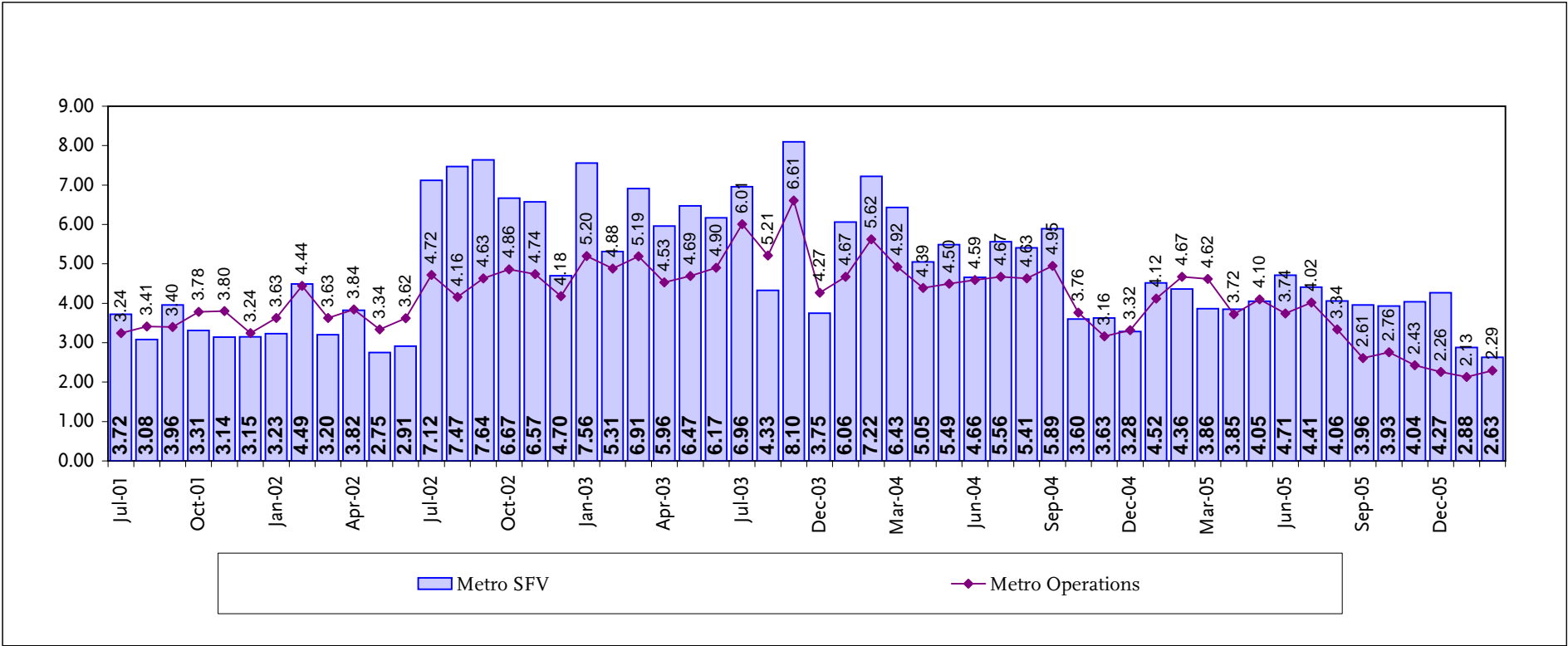


940 Total Complaints - Metro Operations



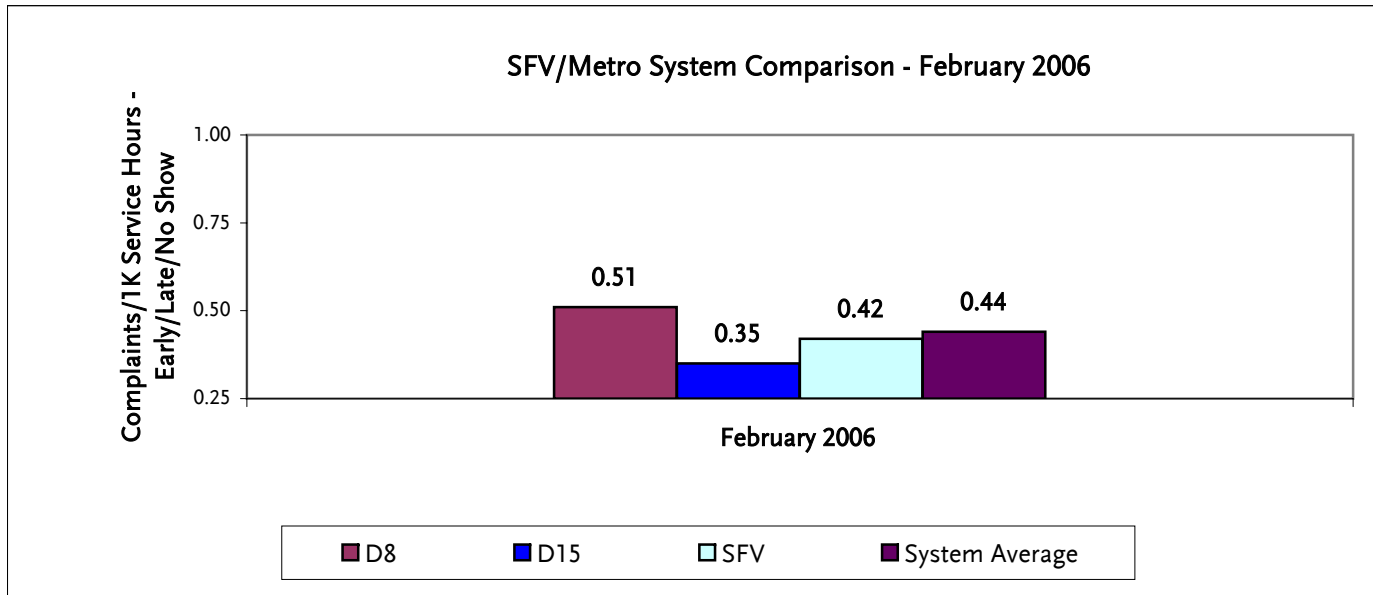
# Metro San Fernando Valley Customer Complaint Report

Complaints per 100,000 Passenger Boardings  
2001-2005



# Metro San Fernando Valley Customer Complaint Report

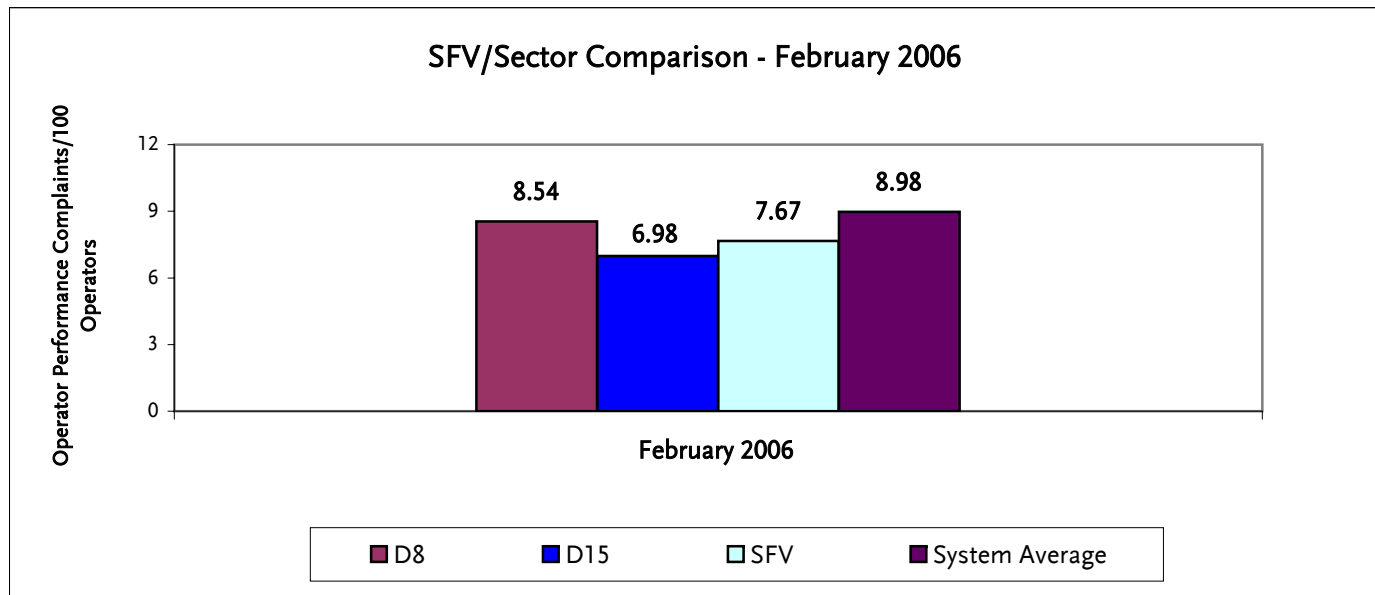
Schedule Performance Categories  
Per 1,000 Service Hours



Schedule Performance Categories: Early; Late; No Show.

# Metro San Fernando Valley Customer Complaint Report

## Operator Performance Categories Per 100 Operators



Operator Performance Categories: Unsafe Operation; Passed Up; Operator Discourtesy;  
Operator Conduct; Accessible Svc. Pass-Up; Accessible Svc. Behavior.

# Metro San Fernando Valley Customer Complaint Report

## TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO SFV

### Total/Major Complaints -- 12 Month Comparison

	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Total Complaints	203	212	194	214	242	224	210	204	200	201	191	135	121
3 Month Moving Average	185	207	203	207	217	227	225	213	205	202	197	176	149
12 Month Moving Average	236	229	224	220	215	211	207	201	202	205	209	203	196
Complaints/100K Boarding	4.36	3.86	3.85	4.05	4.71	4.41	4.06	3.96	3.93	4.04	4.27	2.88	2.63
12 Mo. AVG Com./100K Boardings	4.82	4.61	4.51	4.39	4.39	4.30	4.19	4.02	4.05	4.09	4.17	4.03	3.89
Schedule Reliability	82	90	77	91	90	108	100	109	92	92	70	61	44
12 Month Average Schedule	97	94	91	90	90	89	90	89	90	92	92	89	85
Pass Ups	31	39	36	39	51	39	32	28	34	30	40	29	14
12 Month Average Passup	40	38	37	37	38	38	37	35	35	35	36	36	34
Unsafe Operation	30	22	17	26	32	24	15	21	16	20	27	15	12
12 Month Average Unsafe	25	24	23	22	23	23	21	21	21	21	22	22	21
Operator Discourtesy	21	24	29	28	28	22	22	13	15	25	16	10	19
12 Month Average Discourtesy	23	23	23	23	23	23	23	21	21	22	22	21	21
All Others	39	37	35	30	41	31	41	33	43	34	38	20	32
12 Month Average - All Others	45	43	42	40	41	39	37	34	34	35	36	35	35
Schedule Reliability	40.39%	42.45%	39.69%	42.52%	37.19%	48.21%	47.62%	53.43%	46.00%	45.77%	36.65%	45.19%	36.36%
Pass Ups	15.27%	18.40%	18.56%	18.22%	21.07%	17.41%	15.24%	13.73%	17.00%	14.93%	20.94%	21.48%	11.57%
Unsafe Operations	14.78%	10.38%	8.76%	12.15%	13.22%	10.71%	7.14%	10.29%	8.00%	9.95%	14.14%	11.11%	9.92%
Discourtesy	10.34%	11.32%	14.95%	13.08%	11.57%	9.82%	10.48%	6.37%	7.50%	12.44%	8.38%	7.41%	15.70%
S*P*U*D* % Avg. of Total	<b>80.78%</b>	<b>82.55%</b>	<b>81.96%</b>	<b>85.97%</b>	<b>83.05%</b>	<b>86.16%</b>	<b>80.48%</b>	<b>83.82%</b>	<b>78.50%</b>	<b>83.08%</b>	<b>80.10%</b>	<b>85.19%</b>	<b>73.55%</b>
All Others	19.22%	17.45%	18.04%	14.03%	16.95%	13.84%	19.52%	16.18%	21.50%	16.92%	19.90%	14.81%	26.45%
SUM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

## TOTAL/MAJOR COMPLAINTS -- 12 MONTH COMPARISON - METRO OPERATIONS

	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Total Complaints	1,315	1,518	1,202	1,358	1,245	1,340	1,472	1,085	1,152	967	883	872	940
3 Month Moving Average	1,166	1,341	1,345	1,359	1,268	1,314	1,352	1,299	1,236	1,068	1,001	907	898
12 Month Moving Average	1,324	1,315	1,305	1,302	1,287	1,275	1,276	1,237	1,235	1,236	1,227	1,201	1,170
Complaints/100K Boarding	4.67	4.62	3.72	4.1	3.74	4.02	3.34	2.61	2.76	2.43	2.26	2.13	2.29
12 Mo. AVG Com./100K Boardings	4.31	4.28	4.22	4.19	4.12	4.07	3.96	3.77	3.68	3.62	3.53	3.37	3.17
Schedule Reliability	415	496	363	369	342	460	533	414	365	308	268	277	291
12 Month Average Schedule	423	420	415	410	405	405	414	401	397	397	394	384	374
Pass Ups	221	259	225	228	263	230	205	156	203	136	158	146	137
12 Month Average Passup	248	244	241	237	236	232	227	217	215	212	207	203	196
Unsafe Operation	175	186	149	187	136	135	122	107	101	110	101	98	94
12 Month Average Unsafe	146	145	143	146	144	143	140	136	135	137	136	134	127
Discourtesy	136	167	163	183	155	148	182	125	114	116	107	115	135
12 Month Average Discourtesy	143	144	147	148	146	144	145	142	142	143	144	143	143
All Others	368	410	302	391	349	367	430	283	369	297	249	236	283
12 Month Average - All Others	365	362	359	361	355	351	351	341	346	348	346	338	331
Schedule Reliability	31.56%	32.67%	30.20%	27.17%	27.47%	34.33%	36.21%	38.16%	31.68%	31.85%	30.35%	31.77%	30.96%
Pass Ups	16.81%	17.06%	18.72%	16.79%	21.12%	17.16%	13.93%	14.38%	17.62%	14.06%	17.89%	16.74%	14.57%
Unsafe Operations	13.31%	12.25%	12.40%	13.77%	10.92%	10.07%	8.29%	9.86%	8.77%	11.38%	11.44%	11.24%	10.00%
Discourtesy	10.34%	11.00%	13.56%	13.48%	12.45%	11.04%	12.36%	11.52%	9.90%	12.00%	12.12%	13.19%	14.36%
S*P*U*D* % Avg. of Total	<b>72.02%</b>	<b>72.99%</b>	<b>74.88%</b>	<b>71.21%</b>	<b>71.97%</b>	<b>72.61%</b>	<b>70.79%</b>	<b>73.92%</b>	<b>67.97%</b>	<b>69.29%</b>	<b>71.80%</b>	<b>72.94%</b>	<b>69.89%</b>
All Others	27.98%	27.01%	25.12%	28.79%	28.03%	27.39%	29.21%	26.08%	32.03%	30.71%	28.20%	27.06%	30.11%
SUM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%